



Example of Call Center Team Leader Job Description

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Our company is growing rapidly and is hiring for a call center team leader. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for call center team leader

- Meet Revenue Targets (Goal v/s Actual) - Daily, Weekly and Monthly
- Meet Booking's/Transaction Targets (Goal v/s Actual) - Daily, Weekly and Monthly
- Review agent's Daily/Weekly/Monthly performance against the target on all metrics
- Hourly Performance Tracking - Revenue and Bookings
- Coaching and Feedback from Calls & TID audits- listening to calls, AQC Audit (including Absorptions) and emails from ticketing, SODs
- Work with agents on specific needs like system navigation or usage (GDS or OBE related), customer handling skills and communication
- Meeting training requirement as per training calendar provided by training team
- Agent attendance (tracking cab/self-delays) prior to shift to plan mitigation of absenteeism impact
- Attendance Regularisation for direct reports
- Support Service Delivery Manager in the smooth and efficient day to day running of the department

Qualifications for call center team leader

- Deep knowledge about relevant Sales and Customer Relation processes, tools and working methods
- Knowledge about change management

- Passion for customer support and customer satisfaction
- Driven by achieving success and development through people